

New OM-300 E-mail Process

Frequently Asked Questions

Q. Can we use the new e-mail template for Contractors?

A. The new System Access Request e-mail template is designated only for current DPHHS Employees that have already signed an OM-300A. All Non-DPHHS Staff (contractors, temps, Experience Works, etc.) will need to continue to complete an OM-300B to request additional access.

Q. What is an “employee file” in this context?

A. As referenced in the New OM-300 E-mail Process, Employee File refers to a folder on the server that contains all the documentation having to do with the employee’s system access. It includes electronic copies of the OM300’s, any e-mails that have to do with system access, any other forms they’ve filled out for system access. There is a folder for each DPHHS Employee and all Non-DPHHS Employees.

Q. Are OM-300’s Faxes still allowed?

A. Yes, the current OM-300 form’s found at http://www.dphhs.mt.gov/ts/_securityforms. are still accepted.

Q. Are these templates posted yet? If so, where can I find them?

A. Yes. The e-mail templates have been posted and can be found at the following link.

Q. Is the intent to only have this change in procedure impact existing DPHHS employees or any existing user of our systems?

A. The new process would only impact DPHHS employees requesting additional access. All Non-DPHHS Employees (Contractors, Temps, Experience Works, Etc.) will continue to use OM-300s for all Network and System access needed. However, the Access Delete e-mail template will also be accepted to remove access for Non-DPHHS Employees.

Q. Is the intent to still require an OM300A (DPHHS employee) or OM300B (non-employee) for the initial hire so we have the correct confidentiality statement signed by the current supervisor?

A. Yes, all initial access to DPHHS Systems and Networks will still require the OM-300A/B to acknowledge the confidentiality statement.

Q. Does an existing employee who changes positions (new server, new roles, new supervisor) need to complete a new OM300A or B with the new supervisor signature?

A. An existing employee would need to complete an OM-300A for their new position whether it is a new position in a different division or within the same Division. And as in the past an OM-300C Access Delete (or the Access Delete E-mail template would also be accepted) would be submitted for the previous position to remove all access associated with that position. If the employee has a break in service or a change in position number, this would qualify for an OM-300A.

If it is just a location change (all system access to remain the same/position to remain the same) then the e-mail addition template would be submitted noting new location so server access can be adjusted as needed.

Frequently Asked Questions

- Q. If an e-mail will be accepted from Supervisors requesting deletion or changes eff. 02/01/14, can Data Owners now submit e-mails requesting deletion or changes instead of having to complete an OM300C on behalf of the user?
- A. Yes, the access delete e-mail template will be accepted from Data Owner's during 6 month system reviews for DPHHS employees and Non-DPHHS employees. Data Owner's can request deletion to their specific system(s). The e-mail template can be used listing the users' Login ID and Name specifying the system access to be deleted. Saving Data Owners time – this is a good thing! Should an employee need all access deleted, the request would need to come from the Supervisor.
- Q. It appears the new guideline for when an OM300A is required is if a position # changes and Om300A is needed. Correct?
- A. This is correct, if there is apposition change, an OM-300A will be needed. A position change is a good time to review current network and system access to be sure all access is needed. In most cases throughout DPHHS, there is quite a difference in System and Network access for the new position.
- Q. If a DPHHS employee is promoted to supervisor (new position #/same location) – an OM300A is needed.
- A. Yes, a new form would be needed. As ISERV_Supervisor role would be needed for Time Sheet Approval and typical Supervisors need additional access in other systems as well.
- Q. A DPHHS employee needing additional programs for same position, an e-mail would be accepted? Has it been confirmed we are covered legally when the only signed OM300 we have for worker fraud "evidence" states they will only have to the system listed?
- A. Yes. The new process was approved by DPHHS HR and Legal Departments.
- Q. If a DPHHS employee is changing locations and server but not position or supervisor is an E-mail template accepted?
- A. Yes, as employees move from office to office or city to city, in most cases their position number doesn't change and their system access needs to remain the same. The only thing changing is their server access. E-mail template works great for this.
- Q. ANYONE needing any type of access terminated an e-mail template will be accepted but must be specific as it ALL access or specific programs. Right?
- A. Yes, the E-mail template delete request will be accepted for both Non-DPHHS employees and DPHHS employees. Must be specific as to what access is to be terminated and list date access to be terminated. Template has this listed within.